



# Support Match

A guide for NDIS participants and families

FREE GUIDE • SUPPORT MATCH

# The Support Worker Fit Checklist.

20 questions to ask before you say yes — so you stop settling, and start matching.

For NDIS participants, families, and decision-makers.



A LETTER FROM THE DIRECTOR

# Why this checklist exists.



Most families don't know what to ask when they meet a new support worker. They say yes because they're tired of searching. They say yes because they don't want to seem difficult. They say yes because they've been told this is who's available – as if that settles it.

It doesn't. Your son, daughter, sibling, or the person you're supporting deserves someone who actually fits – not whoever happens to pick up the phone.

This is the exact checklist we use at Support Match when we shortlist workers. It's the difference between a worker who shows up and a worker who shows up *for* the participant. It's yours, free – no email gate, no fine print.

Work through it before your next meet and greet. If the answers don't stack up, walk away. You are allowed to. That's the whole point of this guide.

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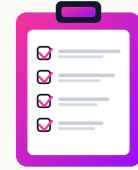
## Sam Tsen

Director, Support Match



HOW TO USE THIS CHECKLIST

# Four quick rules.



**01**

**Work through all 20 questions during — or straight after — your meet and greet.**

Don't rely on memory. Tick as you go, or fill it in within an hour of meeting them.

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**02**

**Score each question as a simple Yes or No.**

Don't talk yourself into a maybe. A maybe is a no in disguise.

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**03**

**Pay attention to the five categories — not just the total.**

A worker can score well overall but fail one category that matters (like cultural fit, or experience with a specific condition). That still isn't a match.

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**04**

**Use the scoring guide on page 9 to decide what to do next.**

And remember: you are allowed to say no. The right match is worth waiting for.

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CATEGORY 1 OF 5 · 4 QUESTIONS

## Personality & Communication



Skills can be trained. Personality can't. These four questions tell you whether the worker will actually connect with the participant – or just tolerate them.

### Do they listen more than they talk?

**Q01** In a 30-minute meet and greet, a good worker should spend most of the time asking questions and genuinely listening to the answers.

### Do they speak to the participant directly – not over them?

**Q02** If they address the parent or coordinator every time, they'll do the same on shift. This is non-negotiable.

### Are they warm, calm, and present – or distracted and rushed?

**Q03** Check their energy. A worker who seems frazzled in the meet and greet will not magically settle down once they start.

### Do they adjust their language to how the participant communicates?

**Q04** If the participant uses simple language, AAC, Auslan, or a first language other than English, the worker should meet them where they are.



CATEGORY 2 OF 5 · 4 QUESTIONS

## Interests & Lifestyle Match

A worker who shares even one real interest with the participant will outlast one who doesn't – every single time. This is where most matches quietly fail.



### Do they share at least one genuine interest with the participant?

**Q05** Music, sport, cooking, gaming, art, cars, fashion, gardening – anything. Shared interest is the glue.

### Can they name something specific they'd do together in the first week?

**Q06** Vague answers like "whatever you want" are a red flag. You want "I saw he loves Lego – we could build that Millennium Falcon set."

### Do they understand the participant's daily routine and rhythm?

**Q07** A support worker who disrupts the routine creates stress. Ask them how they'd fit in, not what they'd change.

### Are they comfortable with the activity level required?

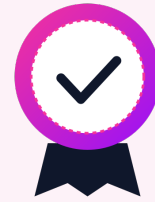
**Q08** Some participants want someone active and social. Others want someone quiet and home-based. A mismatch here is exhausting for both.



CATEGORY 3 OF 5 · 4 QUESTIONS

## Experience & Capability

This is the category families tend to under-question – usually because asking feels rude. Ask anyway. You are paying for this, and the person receiving support deserves someone who actually knows what they're doing.



### Have they supported someone with similar needs before?

Q09

"Similar" isn't the same diagnosis – it's similar daily supports. Ask for a specific example, not a resume summary.

### Can they describe a challenging moment and how they handled it?

Q10

If they can't give you a concrete story, they either haven't had the experience or they don't reflect on their work. Both are disqualifying.

### Do they have the practical skills this role actually needs?

Q11

Medication prompting, hoist transfers, behaviour support, communication devices, seizure response – be specific to your situation.

### Are they trained and compliant?

Q12

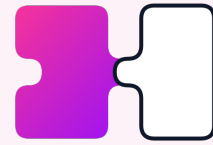
NDIS Worker Screening Check, First Aid, Working with Children (where relevant), manual handling. Ask to see, don't just ask if they have it.



CATEGORY 4 OF 5 · 4 QUESTIONS

## Practical Fit

The fastest way a match falls apart: logistics. A perfect worker on paper who can't actually make the shifts is not a match.



### Are their available days and times a genuine match for your shifts?

Q13

Not "flexible" or "happy to talk about it" – specific hours, confirmed.

### Can they reliably travel to the participant's location?

Q14

Public transport, own car, parking, distance. A worker 90 minutes away will eventually find a closer client and quietly leave.

### Are they committing long-term – not filling a gap?

Q15

Ask directly: what are you looking for in your next role? The answer tells you everything about how long they'll last.

### Will they work the full length of the shift?

Q16

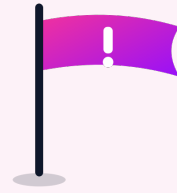
A surprising number of workers treat the scheduled end time as a suggestion. Set the expectation at the meet and greet.



CATEGORY 5 OF 5 · 4 QUESTIONS

## Red Flags to Watch For

These are reverse-scored. A **yes** to any of these is a warning sign. One red flag means proceed carefully and address it directly. Two or more means walk away, no matter how strong the rest of the checklist looks.



### Are they on their phone during the meet and greet?

Q17

If they can't stay present for 30 minutes while trying to win the role, they won't be present on shift.

### Do they speak about previous clients in a negative or identifying way?

Q18

They will do the same about your family to their next prospect. Confidentiality is a non-negotiable professional standard.

### Are they reluctant to answer questions about experience or training?

Q19

Honest workers welcome the questions. Evasiveness almost always means there's something they don't want you to ask about.

### Did they arrive late or unprepared?

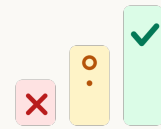
Q20

The meet and greet is the best they'll ever be. If they're late today – before you've even hired them – it only gets worse.



WHAT YOUR ANSWERS MEAN

# Score the checklist.



Count your **Yes** answers for questions 1–16. Then count your **Yes** answers for questions 17–20 — these are your red flags.

**STRONG MATCH • 14–16 YES • 0 RED FLAGS**

**Proceed.**

Start with a short shift first to confirm the match in practice.

**POSSIBLE MATCH • 11–13 YES • 1 RED FLAG**

**Proceed with caution.**

Go back to the worker and ask about the specific gaps. If their answers are solid, trial. If not, keep looking.

**NOT A MATCH • UNDER 11 YES OR 2+ RED FLAGS**

**Say no. Keep searching.**

It doesn't matter how nice they were. The fundamentals aren't there. The right worker is out there.

**One last thing.**

A low score isn't a failure. It's the checklist doing its job — protecting the participant from a match that wouldn't have worked.



THE SHORTCUT

# Don't want to do this yourself?

# We'll do it for you. Free.

Support Match is a done-for-you matching service for NDIS participants and families. We search, screen, and shortlist support workers who fit your personality, interests, and needs — from a database of 20,000+. No matching fees. No finder's fees. You only pay for the supports you actually use, at standard NDIS rates.

## How it works

1. Tell us what you're looking for — one short form, or one phone call.
2. We shortlist three or more workers who actually fit — usually within 3–5 business days.
3. You meet them (free, no obligation). If none are right, we go again.
4. When you find your match, supports start.

### GET YOUR FREE SHORTLIST

Website **[supportmatch.com.au](https://supportmatch.com.au)**

Phone **1300 543 123**

Email **[admin@supportmatch.com.au](mailto:admin@supportmatch.com.au)**

NDIS supports are billed at standard NDIS rates for plan-managed and self-managed participants.